

At **Thind Recovery**, we are fully committed to protecting your personal data and ensuring your privacy is respected. This policy outlines how we collect, process, and safeguard your information when you use our **24/7 roadside assistance** and **vehicle recovery services** across **Telford** and the wider **UK**.

1. Information We Collect

To provide a rapid response for **emergency breakdown recovery**, we collect the following:

- **Contact Details:** Your name, mobile number, and email address.
- **Location Data:** Your precise **GPS location** or breakdown spot to dispatch our **recovery vehicle** efficiently.
- **Vehicle Specifications:** Make, model, color, and **vehicle registration mark (VRM)**.
- **Payment Details:** Necessary information to process secure payments for **roadside repairs** or **vehicle towing**.

2. How We Use Your Data

We process your information based on contractual necessity to provide **breakdown cover** and assistance, including:

- **Service Dispatch:** Coordinating our **recovery operators** to ensure fast arrival times.
- **Invoicing & Billing:** Processing payments and providing VAT receipts.
- **Safety & Verification:** Confirming vehicle ownership and ensuring the safety of our staff and customers at the roadside.
- **Compliance:** Adhering to **UK GDPR** and statutory tax obligations.

3. Data Sharing & Disclosure

We prioritize your data security and **do not sell your personal information**. We only share data with essential third parties, such as:

- Approved **subcontracted recovery partners** if they can reach your location faster.
- Secure **payment gateways** for card transactions.
- Relevant authorities or insurance companies if required by law or for **accident recovery** claims.

4. Data Security & Storage

We employ robust security measures to protect your data from unauthorized access. Your information is only accessible to authorized personnel strictly for the purpose of completing your **vehicle recovery** or **roadside assistance** request.

5. Your Legal Rights

In accordance with **UK Data Protection** laws and **GDPR**, you have the following rights:

- **Right of Access:** Request a copy of the data we hold about you.
- **Right to Rectification:** Ask us to update or correct any inaccurate details.
- **Right to Erasure:** Request the deletion of your data (where legal retention periods allow).

6. Contact Us

For any enquiries regarding your data or our **recovery services**, please contact:

Thind Recovery LAT 1 Meadow Close

Trench, Telford, TF2 6PB

Phone: 07770332666

Email: thindrecovery@gmail.com